

Questel

**Communication On
Progress
(2020)**

Summary

- 1 Statement from Charles BESSON, CEO
- 2 Introducing Questel, a world leader delivering Intellectual Property solutions across the Innovation cycle
- 3 Questel CSR strategy and achievements
- 4 Questel engagement in the main 4 UN Global Compact issue areas:
 - Human rights
 - Labor policies and rules
 - Environment policies
 - Fight against corruption

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Statement from Charles BESSON



Charles BESSON
CEO

Paris, June 3rd 2021,

Aware of the growing importance of sustainable development issues, Questel has built its Corporate Social Responsibility (CSR) strategy in order to meet the expectations of all our stakeholders. This important step is essential to our economic, social, and environmental performance and to our long-term development. We want Questel to be recognized in the IP industry for its commitment and efficiency to its customers, and also as a committed group.

Questel joined the United Nations Global Compact in 2020 and is committed to respecting and applying all of the principles set out therein, which concern the company's social responsibility, behavior, and actions with regard to sustainable development, environmental issues, and social commitment.

This year we are publishing our first Communication on Progress (COP) based upon Questel's commitments to improve its CSR strategy.

Today, Questel is pleased to renew its commitment to the United Nations Global Compact, once again adopting the ten principles relating to human rights, labor rights, environmental protection, and anti-corruption which have been in line with Questel's values and fundamentals since its origin.

Sincerely yours,

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Introducing Questel

About us

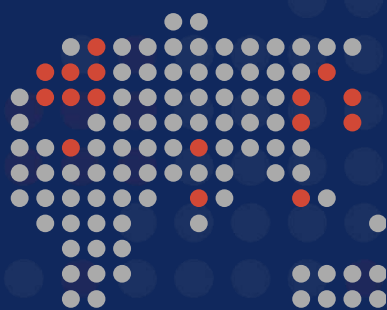
Who are we?

Our mission is to facilitate the development of Innovation, in an efficient, secure and sustainable way.



AMERICAS

Alexandria US
Provo US
Wilmington US
Montréal CA
Medellín CO
São Paulo BR
Arequipa PE



EMEA

Paris FR
Nice FR
Grenoble FR
Montpellier FR
Munich DE
London UK
Capurso IT
Tunis TU



APAC

Tokyo JP
Yokohama JP
Osaka JP
Shanghai CN
Tianjin CN
Taipei TW
New Delhi IN
Singapore SG
Seoul KR

Shareholders



For 50 years

- 1978 **Foundation**
- 2001 **Spin-off** France Telecom
- 2007 **LBO 1** (Syntegra Capital)
- 2015 **LBO 2** (Raise, Capzanine)
- 2018 **LBO 3** (IK Partners, Raise)
- 2020 **LBO 4** (Eurazeo, IK, Raise)

About us

Our core values

“At Questel, management embraces collaborative leadership to support and facilitate employee initiative and autonomy.” Charles Besson, CEO

Courtesy

As the 1st step toward respect

“Speak to everyone in the same way. And listen...”

Honesty

With coworkers, partners and customers of course, but first with ourselves
“Know Thyself”

Courage

To try, to fail, and to try again.

“The journey, rather than the success”

Scope

End-to-end integrated IP



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CSR strategy & achievements

CSR strategies

2019

We have defined our mission and established the foundations of our CSR strategy.



Mission Lock

integrated into the articles of association in 2019



46% of the group owned by employees



3 learning tools



An employee-sponsored social project



5 social projects around the world



4 charters



EcoVadis: Questel Translation earned silver medal



Discussion with B Lab Europe



Awareness raising on disability conditions



Green goodies



Employees meet quarterly with top management



Priority to videoconferencing & local equipment rental



Track customer satisfaction and feedbacks monitoring

2020

We have implemented a dedicated team, tools and processes.



Signatory member of the United Nations Global Compact



ESG reporting for the entire Questel Group



Implementation of a carbon footprint for 2019 and 2020



CSR centralized team



EcoVadis evaluations



Home office 2 days a week



CSR library e-learning program



Social projects Around the world



White paper C02 emission in IP industry



World IP Day Highlighting the most dynamic clients on tomorrow's green tech



Business continuity & positive mindset during Covid 19 crisis



Use of grinding coffee beans machines

2021

We define quantified targets, and we are in a continual improvement process.



CSR impact report for the United Nations Global Compact



Metrics analysis Evolution and analysis of the variations of the selected KPIs



Investors scoring Compliance with 5 investors ESG reporting

CSR 5-year plan (2020 – 2025)



50% of managers are women



100% of our employees are trained and involved in our CSR strategy



50% of our suppliers have signed our CSR policy / code of conduct



50% of offices and servers run on green energy



-50% of internal travel CO2 emission per employee



20% of new electronics are reconditioned



10 partnerships with major universities around the world



100% of our offices found hardware sustainable waste solutions



25% of our purchases are from local suppliers

EcoVadis:

Questel Translation service has earned the EcoVadis silver medal and Questel SAS earned the bronze medal.

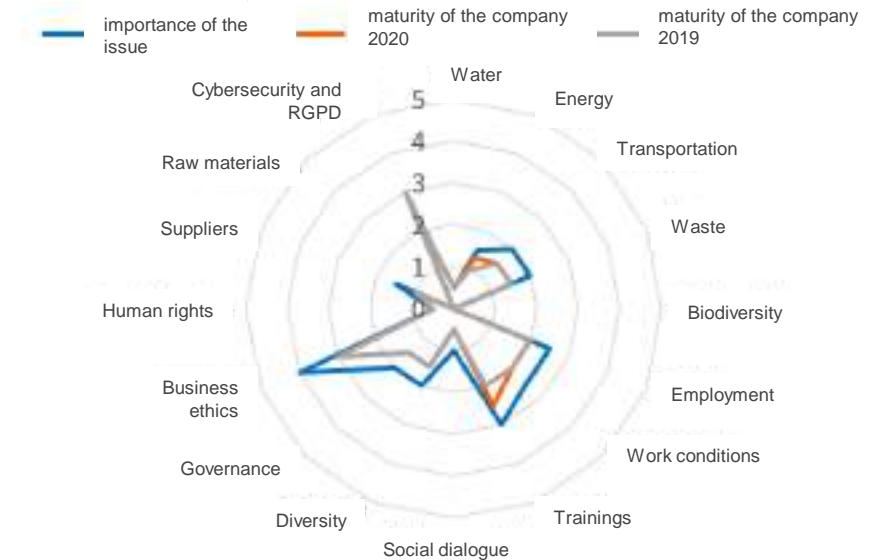
For Questel SAS, we will retake, this year, the EcoVadis evaluation to achieve a better ranking.



ESG Reporting:

We have implemented an extra-financial reporting for the entire group to monitor and improve our ESG performance.

Global ESG Maturity 2020



Social projects funding:

We support employee-sponsored social projects dedicated to benefit of children or sustainable development of local communities around the world. We invest in two new projects each year and finance each project recurrently.

Questel also encourages and supports other forms of charity, such as volunteering time and participating in local causes, providing equipment, etc.

Projects funded in 2020



New project in Peru

Questel supports the acquisition of equipment or development of activities for the children of the orphanage.



Renewed funding for Mahila Haat project in India

After one year, we received a report on how the funding helped the association (sustainably revive the traditional water sources for villages) and how the funds for this year will be use.

CSR dedicated team

A centralized, international and complementary skills team was created



Pascal Magnier 

CSR Director

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Shoela Asgar 

CSR Coordinator

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Derek Mock

Compliance Manager

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UN Global Compact Communication on Progress (CoP)

UN Global Compact

Created in 2000 by the United Nations, the UN Global Compact is the world's largest initiative with participants over 170 countries, encouraging businesses to adopt sustainable and socially responsible policies, stating ten principles in the following 4 areas :

- Human rights
- Labor policies and rules
- Environment policies
- Fight against corruption

By signing the United Nations Global Compact in 2020, Questel commits to adhere to the 10 principles outlined in the Global Compact.

This year we are publishing our first Communication on Progress (CoP) based on the actions and commitments of our CSR approach.

UNGC Principle 1



UNGC Principle 2



Questel Principle:

An important dimension in our eyes is respect for ethics, whether it is social towards our employees or towards the thoughtful choice of our suppliers.

Questel's management is responsible for ensuring its organization operates and behaves to secure compliance within the areas of human rights, labor rights, environment and corruption.

Achievements:

- Work condition:

Questel provides working conditions that surpass basic health and safety standards.

➤ In 2020, we had only **1** work accident

We give priority to the well-being of our employees with benefits and services and measures to help balance work/life (2 days of home office per week, supporting breastfeeding mothers up to 12 month after birth with flexible working hours, sport activities, days off for the family or important family events, etc.).

We have measured the satisfaction rate of our employees through an anonymous survey: **88%** of the respondents are happy to work for Questel.

During the last LBO, **40%** of Questel employees became shareholders

- Commitments to suppliers:

When it's possible, we choose local suppliers and those who have the same ethic and CSR policies as Questel.

Our [supplier diversity policy](#) is available on our website.

- Data privacy:

Questel respects the data confidentiality of its employees and customers.

We have designated a DPO for all matters concerning the protection of personal data.

Areas for improvement:

- Suppliers

Achieving for parity among managers

CSR 5-year objectives



50% of our suppliers have signed our CSR policy / code of conduct



25% of our purchases are from local suppliers

UNGC Principle 3



UNGC Principle 4



UNGC Principle 5



UNGC Principle 6



Questel Principle:

Questel is committed to respecting the conventions of the International Labor Organization and pays particular attention to ensuring that fundamental labor rights are respected, including freedom of association, the effective recognition of the right to collective bargaining, the elimination of all forms of forced or compulsory labor and the effective abolition of child labor.

We rely on the diversity of our workforce and talents. That distinctiveness is an asset to the group in terms of innovation, performance and competitiveness

Achievements:

- Internal the code of ethics:

At Questel, each employee is expected to respect the [code of ethics](#) available on our website and the local internal regulation.

Each new employee is given a welcome pack which includes our various charters (including the code of ethics) and internal regulations. In France, these materials accompany the Labor Code and the Collective Agreement.

A CSR library with awareness videos on several topics (such as respect in the workplace, sexual harassment, workplace civility, etc.) is available to all our employees.

- Diversity:

We thrive in a multicultural company environment.

We also attach importance to gender parity in society and the promotion of equal opportunities for women in employment and pay; we have implemented a women-men equality plan.

➤ In 2020, we have **51%** of women and **27%** of women manager

Questel is sensitive to the issue of disability; our job offers are inclusive and we try to facilitate the integration of people with disabilities. In France, we have each year one week of awareness about this topic (including testimonials, videos, posters, etc.)

➤ We have **6** well-integrated people with disabilities in our workforce

- Trainings:

Questel provides its employees with a number of skill development opportunities through internal resources (mostly videos).

With the agreement of his manager, an employee can access to external training financed by the company.

➤ In 2020, **45%** of our workforce received trainings

Areas for improvement:

- Diversity:

Achieving for parity among managers

CSR 5-year objectives



50% of managers are women

- Trainings:

We will implement an awareness program

CSR 5-year objectives



100% of our employees are trained and involved in our CSR strategy

UNGC Principle 7



UNGC Principle 8



UNGC Principle 9



Questel Principle:

We attach particular importance to respect for the environment. We encourage sustainable and eco-friendly behaviors.

Achievements:

- Waste management:

In almost all offices sorting and recycling boxes are in place for paper, plastic cups and bottles, and ink cartridges.

We encourage offices to equip themselves with eco-responsible equipments such as bean coffee machine (to reduce capsules use) and mugs (to avoid disposable cups).

We reduce printing volume (black and white, double-sided, systemization of the print preview).

- Transportation policy:

We minimize plane travel and favor trains for journeys less than 4 hours whenever possible, and we try to organize virtual meetings.

We encourage employees to use alternative and collaborative transportation and allow **2 days** of home office per week (for employees' well being & reduction of transportation use)

We choose alternative transportation for equipment used on tradeshow, for example we removed flight cases.

- Green IT:

We make our employees aware of our eco-responsible measures in IT through our commitments in our [IT charter](#) available on our website. And by offering "green tips" (deleting emails from the trash, turning off your computer instead of putting it on standby, etc.) in the internal newsletters.

We have written and distributed a [white paper](#) on how different improvement directions could be considered to reduce the impact of IT processes on climate change.

Areas for improvement:

- Eco-design:

We research and learn about eco-design in order to develop eco-designed products and solutions.

- Circular economy:

We develop our purchasing policy so that, whenever possible, electronic equipment (computers, cell phones, etc.) is repaired, donated or purchased reconditioned

CSR 5-year objectives



20% of new electronics are reconditioned



100% of our offices found hardware sustainable waste solutions

- Carbon footprint:

We have set up a group and subsidiary carbon footprint plant, have identified emission sources and policies to reduce them, such as running offices and servers on green energy, reducing internal travel CO2 emission per employee, etc.

CSR 5-year objectives



50% of offices and servers run on green energy



-50% of internal travel CO2 emission per employee

Fight against corruption

UNGC Principle 10



Questel Principle:

At Questel, offering or accepting a bribe, in any form, to or from any person in either the public or private sectors, is prohibited. Reasonable hospitality and promotional or other business expenditures that seek to maintain cordial relations or present products or services, are recognized as a legitimate part of doing business. Anonymous reporting of perceived corruption, bribery or fraud is encouraged.

Achievements:

- Governance:

Once a year, the board is made aware of the code of ethics and focuses on corruption and bribery topics.

- Information and Training:

We provide [anti-corruption guidelines](#) available and accessible on our website.

And we have implemented a video library that offers training/awareness videos on various CSR topics and issues such as anti-bribery, code of business conducts and ethics, etc. It is accessible to all Group employees and to our suppliers such as agents and translators.

Areas for improvement:

- Trainings:

We will implement an awareness program

CSR 5-year objectives



100% of our employees are trained and involved in our CSR strategy